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AUTHOR Ridener, Norma A.; And Others
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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the medical records clerk occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Nine duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). Duties include: processing charts; maintaining indexes; performing admission tasks, receptionist functions, and record storage and retrieval; preparing statistical reports, birth and death certificates, and infant releases; releasing patient information; and transcribing medical records. (BP)

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MEDICAL RECORDS CLERK

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Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University
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AN ANALYSIS OF THE MEDICAL RECORDS CLERKING OCCUPATION

Developed By

Norma A. Ridener
Instructor, Senior Office Machines
Penta County Vocational School
Perrysburg, Ohio

Beverly J. Neubauer
Instructor, Medical Records
Montgomery County J.V.S.
Clayton, Ohio

and

Madeline Barton
Consultant
Mt. Carmel Medical Center
Columbus, Ohio

Dennis Gramlich
Consultant
St. Anthony Hospital
Columbus, Ohio

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Director: Tom L. Hindes
Coordinator: William L. Ashley

The Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics, and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty one occupations. The analyses included a statement of the various tasks performed in each occupation. For each task the following items were often tools and equipment; procedural knowledge, safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basic for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

A general approach was used in describing the tasks of a Medical Records Clerk. These tasks would vary depending on whether the clerk was employed in a small or large hospital, health care institution, clinic, or laboratory. We attempted to generalize our tasks to fit a wide range of medical facilities.

In very small organizations, the Medical Records Clerk may also transcribe medical records. For this reason, the tasks of the transcriptionist were included. For larger hospitals, the Medical Records Clerk and the Medical Records Transcriber would be two separate job areas.

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The Ohio State University
Columbus, Ohio

Jodi Beittel, Communications
Columbus, Ohio

Diana L. Buckeye, Mathematics
University of Michigan
Avon Lake, Ohio

Rick Fien, Chemistry
The Ohio State University
Beachwood, Ohio

N. S. Gidwani, Chemistry
Columbus Technical Institute
Columbus, Ohio

Bruce A. Hull, Biology
The Ohio State University
Columbus, Ohio

Donald L. Hyatt, Physics
Worthington High School
Worthington, Ohio

Glenn Marin, Communications
Columbus, Ohio

Jerry McDonald, Physical Sciences
Columbus Technical Institute
Reynoldsburg, Ohio

Colleen Osinski, Psychology
Columbus Technical Institute
Columbus, Ohio

David Porteous, Communications
University of Connecticut
Colchester, Connecticut

James A. Sherlock, Communications
Columbus Technical Institute
Columbus, Ohio

Jim VanArsdall, Mathematics
Worthington High School
Worthington, Ohio

Lillian Yontz, Biology
The Ohio State University
Caldwell, Ohio

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Marsha Opritza	Editorial Consultant
Rita Buccilla —	Typist
Peg Bushelman	Typist
Caroi Fausnaugh	Typist
Mindy Fausnaugh	Typist
Rita Hastings	Typist
Carol Hicks	Typist
Sue Holsinger	Typist
Barbara Hughes	Typist
Carol Marvin	Typist
Patti Nye	Typist
Kathy Roediger	Typist
Mary Salay	Typist

JOB DESCRIPTION

Files and retrieves medical records and loose reports of hospital and clinic patients; maintains a signout system of records and an updated index file of patients; and services patients' index for identifying patient by record number.

Routinely checks for the existence of any prior medical record of every patient admitted as an inpatient or as an outpatient. Retrieves any prior record for inclusion with current record. May type index card from source reference sheet. Updates patients' index file by filing new cards or recording additional data on existing cards and audits patients' index for any misfiles. Notes on index card when record is pulled and to which medical unit or physician it is being sent. Files cards according to established filing system.

Files medical records by established numbering system and rechecks filing for proper location on filing shelves.

Answers inquiries from hospital departments regarding existence and whereabouts of medical records on specified patients. Repairs or replaces worn or torn folders and may issue file folder on new admissions and dispatches them to patient care areas. Routinely retrieves records of patients scheduled for admission to clinic or hospital.

Follows established procedures for dispatching medical records to other areas of the hospital.

Receives requests for information from medical records of patients by mail or telephone from such sources as physicians, patients, lawyers, insurance companies, or health and welfare agencies. Processes requests for delivery of records for use in answering correspondence. Checks for properly executed authorization to release medical information on designated patients. Follows specified procedures for abstracting or copying specified portions of medical records. Compares signatures and types standard letters to requesting parties following established policies and procedures on the release of medical information.

Performs related duties such as answering and routing telephone calls and receiving people requesting information and services in the department.

Transcribes medical reports on diagnostic workups, therapeutic procedures, and clinical resumes for inclusion in medical records and for transmission to physicians or other medical care facilities, using transcribing machine and typewriter.

Operates transcribing machine through the use of dials and pedals to control quality of voice reproduction and speed of dictation, and uses ear devices to listen. Follows prescribed procedures for the use of various forms with one or more carbon copies in typing particular reports. Follows specified procedures for dispatching

finished reports to designated persons for approval and signature of dictator and for dispatching carbon copies to designated persons or offices. Responsible for verifying accuracy of the dictator in identifying the patient by name, hospital number, location in hospital, and any address which may involve the use of patient name files. Makes entries on prescribed control forms in regard to which report was transcribed for a particular patient, dates dictation was received and transcribed, and name of dictator.

Job performance may involve the use of electric or automatic typewriters as well as disc, belt, or tape-driven dictating and transcribing equipment.

* Taken in part from Job Descriptions and Occupational Analysis for Hospitals and Related Health Services, Superintendent of Documents, U. S. Government Printing Office, Washington, D. C. 20402

Duty A

Processing Chart (discharge patients)

- 1 Abstract information from record for manual indexes and/or statistics
- 2 Abstract information from record onto data processing source document
- 3 Analyze chart
- 4 Assemble record in proper order
- 5 Attach late miscellaneous reports to chart after initial assembly
- 6 Complete records by other departments, e. g., route charts, request missing reports
- 7 Complete records by physician
- 8 File chart in appropriate sequence of files
- 9 Route charts through medical review committee

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(TASK STATEMENT)

ABSTRACT INFORMATION FROM RECORD FOR MANUAL INDEXES AND/OR STATISTICS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Source document (patient's chart) Abstract forms Basic office supplies	Select information Use information from abstract form to record in proper index; i.e. list indexes given below in science	
		ERRORS Misrecording information Indexes are used to compile information for evaluation reports, and errors could cause inaccurate conclusions to be drawn from these reports.
	CUES Original source of data	DECISIONS Determine accuracy of recorded information

TASK STATEMENT

ABSTRACT INFORMATION FROM RECORD FOR MANUAL INDEXES AND/OR STATISTICS

SCIENCE

MATH - NUMBER SYSTEMS

SKILLS/CONCEPTS

- Comprehension
- Detail/inference
- Reports
- Medical terminology
- Instructions

Classification
Medical terminology
Logic

COMMUNICATIONS

EXAMPLES

Patient's chart

Transfer data

PERFORMANCE MODES

Reading

Writing

(TASK STATEMENT)

ABSTRACT INFORMATION FROM RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Data processing system manual Source document (patient's chart) Abstract forms Basic office supplies	Follow "Data Process System" manual File reports when received Determine number of hospital days	
		ERRORS Transferal of data errors from chart to abstract Inaccurate recording of information would lead to inaccurate indexes and statistics

TASK STATEMENT)

ABSTRACT INFORMATION FROM RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

	MATH – NUMBER SYSTEMS	
SCIENCE	Fundamental operations (calculations) Addition and subtraction algorithms	
		COMMUNICATIONS
		PERFORMANCE MODES
		EXAMPLES
	Reading	Patient's chart
	Writing	Transfer data
		SKILLS/CONCEPTS
		Comprehension Detail/inference Reports Medical terminology Instructions Classification Medical terminology Logic

(TASK STATEMENT)

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Deficiency slips
Basic office supplies
Patient's chart

ANALYZE CHART		SAFETY - HAZARD
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	ERRORS
	<p>Check record for deficiencies and missing reports</p> <p>Note deficiency and missing reports on deficiency slips</p> <p>Place in appropriate file for correction of deficiencies</p> <p>Place in next appropriate file if no deficiencies are found</p>	<p>Deficiencies should be clearly noted in order that they may be corrected. If not discovered early, deficiencies are extremely more difficult to correct at a later date or chart may be filed incomplete.</p>
DECISIONS	CUES	DECISIONS
	<p>Apparent deficiencies</p>	<p>Determine deficient files</p>

TASK STATEMENT)**ANALYZE CHART****SCIENCE****MATH - NUMBER SYSTEMS**

Fundamental operations (calculations)
Addition, subtraction, multiplication, and division algorithms

COMMUNICATIONS**PERFORMANCE MODES**

Viewing

EXAMPLES

Charts, files

SKILLS/CONCEPTS

Visual analysis
Detail and inference
Recognition of symbols, codes and emblems

(TASK STATEMENT) ASSEMBLE RECORD IN PROPER ORDER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
All patient reports (x-ray, consultation, laboratory, out patient, clinic notes, etc.) Patient's folder Basic office supplies	Assemble record in designated order Be sure that each page of the chart includes correct patient name and number Attach appropriate protective devices to assure chart security (clips, backing, etc.)	
		ERRORS Overlooking misfiled information Once initial assembly is completed misfiled information is very difficult to discover and could lead to erroneous studies, indexes, and statistics
	DECISIONS Determine proper integrated record processes	CUES Institution's policy

TASK STATEMENT

ASSEMBLE RECORD IN PROPER ORDER

SCIENCE

MATH – NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)

(TASK STATEMENT)

ATTACH LATE MISCELLANEOUS REPORTS TO CHART AFTER INITIAL ASSEMBLY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY . . HAZARD
Late miscellaneous reports Patient's chart Basic office supplies	Sort according to filing system Locate chart Place late miscellaneous reports in proper order in file	
		ERRORS Missing or misfiled reports will cause an incomplete or erroneous medical record which could affect future medical care, medical audit studies, and statistical information

ATTACH LATE MISCELLANEOUS REPORTS TO CHART AFTER INITIAL ASSEMBLY

TASK STATEMENT

SCIENCE

MATH - NUMBER SYSTEMS

Locate by approximation rational numbers and integers on the number line (sequential ordering)

(TASK STATEMENT) COMPLETE RECORDS BY OTHER DEPARTMENTS, e. g., ROUTE CHARTS, REQUEST MISSING REPORTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Patient's chart with deficiencies slip Interoffice memo Telephone	Notify other departments of missing reports and/or deficiencies as noted on the deficiencies slip Follow up to make sure deficiency is corrected Note: A record cannot be considered complete until all entries in the record are complete and all parts of the record are attached	ERRORS Incomplete record (note: see above)
	DECISIONS	CUES Type of deficiency
	Determine appropriate persons to contact in other departments	

COMPLETE RECORDS BY OTHER DEPARTMENTS, e. g., ROUTE CHARTS, REQUEST MISSING REPORTS

TASK STATEMENT)

SCIENCE	MATH - NUMBER SYSTEMS
	COMMUNICATIONS
PERFORMANCE MODES	EXAMPLES

Speaking

Request information

SKILLS/CONCEPTS

- Clarity of expression
- Appropriate diction and enunciation
- Vocabulary
- Good grammar
- Courtesy and tact

(TASK STATEMENT)

COMPLETE RECORDS BY PHYSICIAN

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Patient's chart Telephone and/or letter Physicians' directory Basic office supplies Physician's file of incomplete records	Accumulate individual physician's deficiencies Notify physician of such deficiencies Renotify as necessary Note: record is not considered complete until all areas for which the physician is responsible are completed	ERRORS
	CUES	Incomplete records (note: see above) Institution's policies on amount and type of deficient information
	DECISIONS	Determine point of notification

COMPLETE RECORDS BY PHYSICIAN

SCIENCE

MATH - NUMBER SYSTEMS

Chronological computations as to age of the chart

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Telephone requests for information

Writing

Written requests for information

EXAMPLESSKILLS/CONCEPTS

Clarity of expression
Vocabulary
Appropriate diction and enunciation
Good grammar
Courtesy and tact

Spelling

(TASK STATEMENT) FILE CHART IN APPROPRIATE SEQUENCE OF FILES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
PATIENTS' CHARTS AND FILES	Determine proper sequence of files File chart	ERRORS
DECISIONS	CUES	INSTITUTION'S POLICY

TASK STATEMENT**FILE CHART IN APPROPRIATE SEQUENCE OF FILES****SCIENCE****MATH – NUMBER SYSTEMS**

Locate by approximation rational numbers and integers in the number line (sequential ordering)

COMMUNICATIONS**PERFORMANCE MODES**

Viewing

EXAMPLES

Charts and files

SKILLS/CONCEPTS

Visual analysis
Logic
Recognition of symbols, codes, and emblems

(TASK STATEMENT) ROUTE CHARTS THROUGH MEDICAL REVIEW COMMITTEE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Patient's chart File area for review committee charts	File charts in appropriate area Prepare charts for committee review After review, file charts in appropriate file	
		ERRORS The chart would leave the normal chart flow process and could not be located upon request as needed
	CUES Institution's policy Apparent deficiencies	DECISIONS Determine proper preparation of chart

TASK STATEMENT

ROUTE CHARTS THROUGH MEDICAL REVIEW COMMITTEE

SCIENCE

MATH — NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES

EXAMPLES

SKILLS/CONCEPTS

Viewing

Classify charts as to specific review committee

Visual analysis

Logic

Recognition of symbols, codes, and emblems

Duty B

Maintaining Indexes

- 1 Abstract information from patient record onto data processing source document
- 2 Coding of diseases and operations
- 3 Maintain average length of stay by clinical service index (manually)
- 4 Maintain diseases and operations index (manually)
- 5 Maintain patients' index (manually)
- 6 Maintain physicians' index (manually)
- 7 Maintain registers, e.g., birth, death (manually)
- 8 Prepare daily census report

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(TASK STATEMENT) ABSTRACT INFORMATION FROM PATIENT RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Data processing system manual Source document(patient's chart) Abstract forms Basic office supplies</p>	<p>Follow "Data Process System" manual for completion of this task File reports when received</p>	<p>ERRORS Transfer of data errors from chart to abstract Many indexes are generated by the process. Misrecorded information may cause errors in indexes which, in turn, could lead to inadequate data for both medical studies and administrative statistical reports</p>
	<p>CUES "Data process system" manual</p>	<p>DECISIONS Determine information to be abstracted</p>

TASK STATEMENT ABSTRACT INFORMATION FROM PATIENT RECORD ONTO DATA PROCESSING SOURCE DOCUMENT

SCIENCE	MATH — NUMBER SYSTEMS	Fundamental operations (calculations) Addition and subtraction algorithms [Determine number of hospital days]
COMMUNICATIONS	EXAMPLES	SKILLS/CONCEPTS Comprehension Informational reports Logic Spelling Informational reports

(TASK STATEMENT) CODING OF DISEASES AND OPERATIONS**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Code books
 Instruction book
 Basic office supplies
 Source document (patient's chart)

PERFORMANCE KNOWLEDGE

Follow instructions in appropriate coding manual
 Record appropriate code for each diagnoses and operation in appropriate area of chart
 Spot and interpret poor terminology on the part of the physician

SAFETY - HAZARD**DECISIONS**

Determine proper code

CUES

Code books and systems (S.N.D.O., I.C.D.A.-8, H-I.C.D.A., S.N.O.P.)
 Institution's policy

ERRORS

Accurate coding of the correct diagnosis and operation is essential as indexes are maintained by this number

TASK STATEMENT

CODING OF DISEASES AND OPERATIONS

SCIENCE**MATH - NUMBER SYSTEMS**

Use of numbers without calculation given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal

COMMUNICATIONS**PERFORMANCE MODES**

Writing

Diagnosis and operation reports

Reading

Code books

EXAMPLES**SKILLS/CONCEPTS**

Classification
Terminology
General vocabulary
Logic

Comprehension
Definition
Terminology

(TASK STATEMENT) MAINTAIN AVERAGE LENGTH OF STAY BY CLINICAL SERVICE INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Register Patient's chart Basic office supplies Daily analysis of hospital service form Calculator (desirable)	Abstract appropriate information from chart to register book Prepare monthly index	Inaccurate recording of this information would produce faulty statistical reports which are used in administrative planning and include bed allocation per service, growth rates, etc.
DECISIONS	CUES	ERRORS
	Institution's policy Discriminate between services	

TASK STATEMENT**MAINTAIN AVERAGE LENGTH OF STAY BY CLINICAL SERVICE INDEX (MANUALLY)**

SCIENCE	MATH - NUMBER SYSTEMS	COMMUNICATIONS	SKILLS/CONCEPTS
	Fundamental operations (calculations) Addition, subtraction, division, and multiplication algorithms		Comprehension Terminology Classification Terminology General vocabulary Logic
PERFORMANCE MODES	EXAMPLES		
Reading Writing	Charts Transfer data		

(TASK STATEMENT) MAINTAIN DISEASES AND OPERATIONS INDEX (MANUALLY)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Disease or operation index card Visible or vertical file Typewriter (optional) Patient's chart Basic office supplies Color coded files Medical dictionary Reference book on medical appropriations	Pull appropriate disease and operation index cards Record appropriate information onto card File card	PULL WRONG CARD RECORD WRONG INFORMATION ON RIGHT CARD The file indexes are used for medical care evaluation studies by specific disease entities and cases that had been misrecorded would be excluded from appropriate study and included in an inappropriate study
DECISIONS	CUES	ERRORS
	Files are arranged in numerical order by disease or operation code number	PULL WRONG CARD RECORD WRONG INFORMATION ON RIGHT CARD The file indexes are used for medical care evaluation studies by specific disease entities and cases that had been misrecorded would be excluded from appropriate study and included in an inappropriate study

<u>TASK STATEMENT</u>	MAINTAIN DISEASES AND OPERATIONS INDEX (MANULLY)		
<u>SCIENCE</u>	<u>MATH – NUMBER SYSTEMS</u>		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>	
Reading	Charts Transfer data	Comprehend common medical abbreviations Terminology	Classification Terminology General vocabulary Logic
Writing			

(TASK STATEMENT)		MAINTAIN PATIENT'S INDEX (MANUALLY)	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	
Master patient file Typewriter (optional) Basic office supplies Master patient index cards Source documents (admission forms)	Obtain admissions information Check for patient index card on file upon admission Update, if on file Complete new card if not on file with appropriate information		
		CUES	ERRORS
		DECISIONS	The patient index is the primary source leading to all information for that patient. If inaccurate information is recorded, records of that patient may be irretrievably lost and inhibit appropriate medical care.
		DETERMINE CORRECT INFORMATION	Check admitting information against old cards for inconsistencies Watch for maiden names and similar spellings

TASK STATEMENT

MAINTAIN PATIENT'S INDEX (MANUALLY)

SCIENCE

MATH — NUMBER SYSTEMS

MATH — NUMBER SYSTEMS

COMMUNICATIONS

PERFORMANCE MODES

Reading

Admission information

Writing

Transfer data

EXAMPLES

Comprehension
Informational reports
Terminology

Classification
Terminology
General vocabulary
Logic

SKILLS/CONCEPTS

(TASK STATEMENT)	MAINTAIN PHYSICIANS INDEX (MANUALLY)	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
		<p>Visible or vertical file (desirable) Typewriter (optional) Physicians' index cards Basic office supplies Source document (patient's chart or discharge sheet)</p>	<p>Pull appropriate physician card Record appropriate information on file card</p>	<p>Pulling wrong card Recording wrong information on the right card Some medical care evaluation studies are done on the patients of the particular physician and misrecording of information could exclude a case from an appropriate study</p>
DECISIONS	CUES	DETERMINING PHYSICIAN RESPONSIBILITY	ERRORS	PULLING WRONG CARD
		<p>Determine if more than one physician was responsible for the care of patient</p>	<p>Be aware of correct spelling of physician's name Look for more than one physician on the case</p>	<p>Pulling wrong card Recording wrong information on the right card Some medical care evaluation studies are done on the patients of the particular physician and misrecording of information could exclude a case from an appropriate study</p>

TASK STATEMENT

MAINTAIN PHYSICIANS' INDEX (MANUALLY)

SCIENCE

MATH — NUMBER SYSTEMS

COMMUNICATIONS

SKILLS/CONCEPTS

PERFORMANCE MODES

EXAMPLES

Reading

Writing

Transfer data

Comprehension

Terminology

Classification

Terminology

Logic

(TASK STATEMENT)	MAINTAIN REGISTERS, e. g., BIRTH, DEATH (MANUALLY)	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	SAFETY - HAZARD
	PERFORMANCE KNOWLEDGE		ERRORS
	<p>Record appropriate information in register from appropriate certificate Use red ink to record fetal deaths</p>	<p>Register book(s) Pens (different colors) Birth and death certificates</p>	<p>Miscopy information Maintenance of data for vital statistics agencies must be highly accurate as this is the most widely recognized official record</p>
		<p><u>DECISIONS</u></p> <p>Discriminate between types of information for recording</p>	<p><u>CUES</u></p> <p>Fetal deaths would not be counted as a birth and a death, but as a special case</p>

TASK STATEMENT

MAINTAIN REGISTERS, e. g., BIRTH, DEATH (MANUALLY)
SCIENCE

MATH - NUMBER SYSTEMS

SCIENCE

MATH - NUMBER SYSTEMS

COMMUNICATIONS

SKILLS/CONCEPTS

Comprehension
Detail/inference
Terminology
Classification
Terminology
Logic

EXAMPLES

Certificates
Transfer data

PERFORMANCE MODES

Reading
Writing

<u>16</u> TASK STATEMENT	PREPARE DAILY CENSUS REPORT	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Twenty-four hour reports from each inpatient care unit or floor of hospital (daily floor census) Typewriter Basic office supplies Adding machine Daily hospital census form	Transfer data from unit reports to hospital census form Check figures for accuracy Prepare the form for distribution Route to various departments File office copy			ERRORS
			CUES	<p>Recording figures in wrong columns Missing reports or errors in computations will cause an inaccurate final report which, in turn, generates faulty statistics with which administration and other agencies use in planning</p>
		DECISIONS	Be sure all reports are accounted Cross check figures with original data	

TASK STATEMENT**PREPARE DAILY CENSUS REPORT**

SCIENCE

MATH – NUMBER SYSTEMS

Fundamental operations (calculations)
Addition and subtraction algorithm

COMMUNICATIONS**PERFORMANCE MODES****EXAMPLES**

Reading

Process report

Writing

Transfer data

SKILLS/CONCEPTS

Comprehension
Detail/inference
Terminology

Classification
Format
Terminology
Logic

Duty C

Performing Admission Tasks

- 1 Admit new patient**
- 2 Re-admit patient**

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(TASK STATEMENT)	ADMIT NEW PATIENT	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	DECISIONS	CUES	ERRORS
		Admission data Typewriter Master patient index cards Patient's folder Basic office supplies	Obtain admitting information Complete new master patient index card and file in appropriate area Complete new patient folder File patient folder in appropriate area Note: medical records department may be responsible for assigning new patient number		Determine whether new or re-admitted patient	Patient's information, old files	Misrecording information on newly admitted patient could lead to the inability to find the record if in the future the patient is again admitted as well as possibly leading to faulty statistical reports

TASK STATEMENT	ADMIT NEW PATIENT	SCIENCE	MATH - NUMBER SYSTEMS
			Locate by approximation rational numbers and integers on the same number line (sequential ordering)
PERFORMANCE MODES	EXAMPLES	COMMUNICATIONS	SKILLS/CONCEPTS
Reading	Admitting information	Transfer data	Comprehension Detail/inference Information reports Classification Terminology Logic

(TASK STATEMENT) RE-ADMIT PATIENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Admitting information Patient's folder Alphabetic index card file Typewriter Basic office supplies	Obtain admitting information Locate patient's name in alphabetical index file and update index card Locate patient's folder Pull folder from files Replace with out guide Route to appropriate area Note: system may dictate updating of patient folder	
		ERRORS
	DECISIONS	Failure to identify patient as having been previously admitted results in his/her medical record not being utilized by the doctor in his/her care of the patient
	CUES	Patient's information Old files Name change

RE-ADMIT PATIENT

TASK STATEMENT	SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS	SKILLS/CONCEPTS
		Locate by approximation rational number and integers on the number line (sequential ordering)		Comprehension Detail/inference Information reports
			<u>EXAMPLES</u>	Classification Terminology Logic
	<u>PERFORMANCE MODES</u>	Admitting information Transfer data	Reading Writing	

Duty D

Performing Receptionist Functions

- 1 Assist physicians with chart completion
- 2 Handle telephone calls
- 3 Promote good office relations
- 4 Release information to visitors

53

(TASK STATEMENT)	ASSIST PHYSICIANS WITH CHART COMPLETION	
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Physician's file Patient's chart Dictating equipment Basic office supplies Booth or desk (work area for physician)	Greet physician and locate his incomplete record Assist physician in locating deficiencies in individual charts Check for completion of the record Route to next process file, if record is complete Refile in physician's file, if record is incomplete A physician's time is most valuable, and if his or her task can be made easier, every effort should be made to assist him or her	
DECISIONS	CUES	ERRORS
Determine if chart is complete	Apparent deficiencies	Misfiling information Failure to point out deficiencies to doctor

EF

(TASK STATEMENT) HANDLE TELEPHONE CALLS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Telephone Message forms Basic office supplies	<p>Answer phone giving proper identification Identify caller and purpose of call and note on message form Determine validity of request for information and authorization if applicable Answer inquiries with appropriate information or refer to appropriate individual or department Follow through if return call is needed</p>	
		<p><u>ERRORS</u></p> <p>Violation of telephone technique and etiquette Accidentally cutting off of caller Office image is often projected through handling telephone calls</p>
	<p><u>DECISIONS</u></p> <p>Determine information to be given/recorded</p>	<p><u>CUES</u></p> <p>Type of call <u>Institution's policy</u></p>

TASK STATEMENT	SCIENCE	MATH – NUMBER SYSTEMS	COMMUNICATIONS				
HANDLER/ELECTRONIC CALLS			<p><u>SKILLS/CONCEPTS</u></p> <ul style="list-style-type: none"> Clarity of expression Correct grammar Appropriate diction Process instruction – oral Exercise tact when denying information <p>Penmanship Classification</p>				
			<p><u>EXAMPLES</u></p> <table border="0" data-bbox="791 627 1391 1218"> <tr> <td data-bbox="791 627 921 1218"> <u>PERFORMANCE MODES</u> </td><td data-bbox="921 627 1391 1218"> Telephone call Recording message </td></tr> <tr> <td data-bbox="791 1218 921 1810"> Speaking Writing </td><td data-bbox="921 1218 1391 1810"></td></tr> </table>	<u>PERFORMANCE MODES</u>	Telephone call Recording message	Speaking Writing	
<u>PERFORMANCE MODES</u>	Telephone call Recording message						
Speaking Writing							

(TASK STATEMENT) PROMOTE GOOD OFFICE RELATIONS

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

PERFORMANCE KNOWLEDGE

Always maintain a courteous and pleasant attitude
Use tact in dealing with other departments, physicians, and the public
Maintain a neat, attractive appearance
Provide comfort for physicians and visitors to the department

SAFETY - HAZARD

Loss of emotional control under stress
Good working relationships with physicians, other departments, and outside agencies are essential for maximum efficiency and effectiveness

ERRORS

CUES

DECISIONS

PROMOTE GOOD OFFICE RELATIONS

	SCIENCE	MATH – NUMBER SYSTEMS
Professionalism: Maintain capacity to foster trust, confidentiality, and cooperation; to generate integrity, to cope with conflict behavior, to function efficiently when encountering fast changing, multiple, personal or situational variables, and to exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability Supervision: Grant conscious attention to smoothly flowing team work, maintain regard for differing views on maximum efficiency of the operations, exhibit capacity to ascertain best service for the particular party type requested, show and describe facilities with appropriate speed and clarity, and communicate pride in establishment		
		COMMUNICATIONS
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Co-workers, physicians, visitors	Courtesy and tact Cheerfulness
Listening	Co-workers, physicians, visitors	Auditory discrimination Discriminate facts from non-facts Recognize opinions Concentration Logic

(TASK STATEMENT)

RELEASE INFORMATION TO VISITORS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Patient's chart
Copy machine
Typewriter (desirable)
Basic office supplies
Reception or waiting area in department
would be desirable

PERFORMANCE KNOWLEDGE

Greet visitors
Determine validity of request and authorization
if applicable
Refer requests to appropriate department, if
request is made for information not available
in the Medical Records Department
Locate chart
Copy or abstract appropriate information
Give requested information to visitor
File request and/or authorization

SAFETY - HAZARD

Patient medical information is used by
various agencies for legal, medical, and
insurance purposes. Patient has primary
interest in his/her medical information, and
upon proper authorization it should be
made available to his/her representatives

DECISIONS

Determine when to give out confidential
information

CUES

Hospital policy

ERRORS

Unauthorized or invalid request or bullying
information from clerk

ASK STATEMENT**RELEASE INFORMATION TO VISITORS**

SCIENCE

MATH - NUMBER SYSTEMS

61

COMMUNICATIONS**PERFORMANCE MODES**

Speaking

EXAMPLES

Give information

Writing

SKILLS/CONCEPTS

- Clarity of expression
- Correct grammar
- Appropriate diction
- Process instruction--oral
- Penmanship, spelling, classification, logic

Duty E

Performing Record Storage and Retrieval

- 1 File and retrieve charts from appropriate process files
- 2 Microfilm records

62

(TASK STATEMENT) FILE AND RETRIEVE CHARTS FROM APPROPRIATE PROCESS FILES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Filing equipment (shelves, cabinets, etc.) Patient charts Patient folders	Place charts in proper order in appropriate file Locate and obtain chart from specified file Implement sign-out procedure as dictated by local directive	
		ERRORS Overlooking chart Misfiling will lead to delayed retrieval of record, which could in turn lead to delayed treatment of patient, if needed in an emergency situation. Chart might not be included in appropriate studies or may deviate from standard process flow of the record

TASK STATEMENT

FILE AND RETRIEVE CHARTS FROM APPROXIMATE PROCESS FILE

SCIENCE**MATH - NUMBER SYSTEMS**

Locate by approximation rational numbers and integers on the number line (sequential ordering)

COMMUNICATIONS**PERFORMANCE MODES**

Viewing
Writing

EXAMPLES

Files
Sign out/in files

SKILLS/CONCEPTS

Visual analysis, recognition of symbols, codes,
and emblems, logic
Penmanship, spelling, classification, logic

(TASK STATEMENT)

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON****MICROFILM RECORDS**

Patient's chart
Basic office supplies
 Microfilm camera (optional)
 Microfilm developed (optional)
 Microfilm reader/pringer
 Microfilm reproducer (optional)
 File for storage
 Film

Prepare charts for microfilming
 Film pages of charts
 Process microfilm (in house or by service)
 Check processed microfilm for clarity and completeness
 Store in appropriate file

SAFETY - HAZARD**PERFORMANCE KNOWLEDGE****DECISIONS**

Determine time schedules for microfilming

CUES

Institution's policy

ERRORS

Failure to maintain proper sequence of charts or film

ASR STATEMENT		MATH - NUMBER SYSTEMS	
SCIENCE		COMMUNICATIONS	
PERFORMANCE MODES	<u>EXAMPLES</u>		<u>SKILLS/CONCEPTS</u>
	Reading	Equipment instructions	
		Charts, finished -microfilm	Comprehension Detail/inference Description of mechanism
		Viewing	Visual analysis Detail/inference Logic

Duty F

Preparing Statistical Reports

- 1 Prepare manually statistical reports for administration
- 2 Prepare statistical reports for area health planning agency

67

(TASK STATEMENT) PREPARE MANUALLY STATISTICAL REPORTS FOR ADMINISTRATION

<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>SAFETY - HAZARD</u>
Statistical report forms Typewriter Calculator (desirable) Basic office supplies Copy machine Data processing systems output Data from other departments (if appropriate)	Gather data necessary for report Do the necessary computations on the data Prepare the data in tabular form-supplementing the data with visual aids if desirable Make copies and distribute copies to appropriate departments File office copy Note: administration uses statistical reports for projected growth studies, future planning, possible purchases, bed allocation, etc.	<u>ERRORS</u> Reversal errors Recording figures in wrong columns Inaccurate information used in projection reports
	<u>DECISIONS</u> Determine inconsistencies in data	<u>CUES</u> Check tape with original data

PREPARE MANUALLY STATISTICAL REPORTS FOR ADMINISTRATION

SCIENCE	MATH - NUMBER SYSTEMS
	Addition, subtraction, multiplication, and division
COMMUNICATIONS	
PERFORMANCE MODES	EXAMPLES
Reading	Charts, reports Transfer data
Writing	

70

(TASK STATEMENT) PREPARE STATISTICAL REPORTS FOR AREA HEALTH PLANNING AGENCY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Health planning agency forms Typewriter Calculator (desirable) Basic office supplies Copy machine Data processing systems output Data from other departments (if appropriate)	Gather data necessary for report Do the necessary computations on the data Prepare the data in tabular form--supplementing the data with visual aids if desirable Make copies and distribute copies to appropriate departments File office copy Note: area health planning agencies use these figures for projecting future growth allowing bed expansion in facilities, approving purchases of new equipment, etc.	
		<u>ERRORS</u>
	<u>CUES</u>	Inaccurate information used in projection reports
	<u>DECISIONS</u>	Determine inconsistencies in data

TASK STATEMENT**PREPARE STATISTICAL REPORTS FOR AREA HEALTH PLANNING AGENCY****SCIENCE****MATH - NUMBER SYSTEMS**

Addition, subtraction, multiplication, and division

71

COMMUNICATIONS**PERFORMANCE MODES**

Reading

Charts, reports

Writing

Transfer data

EXAMPLES**SKILLS/CONCEPTS**

Comprehension
Detail/inference
Terminology

Classification
Form format
Logic

65

71

Duty G

Preparing Birth and Death Certificates and Infant Releases

- 1 Obtain additional information from parent or other informant
- 2 Type certificate

72

67

(TASK STATEMENT) OBTAIN ADDITIONAL INFORMATION FROM PARENT OR OTHER INFORMANT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Birth and death certificates Infant release forms Typewriter Office supplies Patient's folder Telephone and directory	Contact family for information Record information on certificate or release form Route form to appropriate individual, facility, or department Note: birth and death certificates must be completed in full before being filed as all information is considered essential	
		<u>ERRORS</u>
	<u>DECISIONS</u>	Misrecording of information Inconsistencies

TASK STATEMENT

OBTAI^N ADDITIONAL INFORMATION FROM PARENT OR OTHER INFORMANT

SCIENCE

MATH - NUMBER SYSTEMS

Professionalism:

- Maintain capacity to foster trust
- Maintain capacity to foster confidentiality
- Maintain capacity to foster cooperation
- Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability

74

74

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Request information

Listening

Obtain information

Writing

Record information

EXAMPLES

SKILLS/CONCEPTS

- Clarity of expression
- Courtesy and tact
- Discriminate facts from non-facts
- Recognize opinions
- Logic
- Note taking

- Classification
- Description
- Terminology
- Logic

69

(TASK STATEMENT)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	TYPE CERTIFICATE	SAFETY - HAZARD
Birth or death certificates Typewriter Office supplies Patient's folder	<p>Type certificate without any errors Route original and copy to appropriate area Note: hospital may issue complimentary birth certificates which may be completed and routed to the proper individual Note: local directives will determine where copies are to be routed</p>	<p>Legal hazard: birth and death certificates are required by health departments to be filed without error and complete</p>
PERFORMANCE KNOWLEDGE		ERRORS
	<p><u>CUES</u></p> <p>Determine accuracy and completeness of certificate</p>	<p>Typing errors</p>

• TASK STATEMENT)

TYPE CERTIFICATE

SCIENCE

MATH - NUMBER SYSTEMS

<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Reading	Patient's reports	Comprehension Detail/inference Informational reports Progress reports Terminology
Writing	Transfer data	Classification Logic

Duty H

Releasing Patient Information

- 1 Comply with subpoenas
- 2 Maintain register of requests and released information
- 3 Provide security for medical records
- 4 Respond to personal requests
- 5 Respond to telephone requests
- 6 Respond to written requests
- 7 Type insurance diagnoses on forms for the business office

77

73

(TASK STATEMENT) COMPLY WITH SUBPOENAS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Subpoena Patient chart Transportation to courthouse Telephone and directory	Upon receipt of subpoena, call appropriate attorney to verify time and date of court appearance Take records to court Testify in court if needed	
		<u>ERRORS</u>
	<u>DECISIONS</u>	Forgetting about scheduled appearance Interpreting medical information instead of just reading it Failure to respond to court orders is illegal

CUES

Determine proper procedure

DECISIONS

Directives may differ with this task in that copy of records may accompany original record to court. Medical record clerk may not be designated to take records to court, etc.

ERRORS

Forgetting about scheduled appearance
Interpreting medical information instead of just reading it
Failure to respond to court orders is illegal

TASK STATEMENT)

COMPLY WITH SUBPOENA

SCIENCE

MATH - NUMBER SYSTEMS

75

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COMMUNICATIONS

PERFORMANCE MODES

Speaking

Reading

EXAMPLES

Read information

Records

SKILLS/CONCEPTS

Appropriate diction, clarity of expression,
and enunciation

Comprehension
Terminology

(TASK STATEMENT)	MAINTAIN REGISTERS OF REQUESTS AND RELEASED INFORMATION	SAFETY - HAZARD
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	ERRORS
Abstract ledger (loose-leaf desirable) Basic office supplies Typewriter (optional)	Record name, destination, date sent, and any other pertinent information in register Note: records must be maintained as to where and to whom information was sent in order to avoid duplication of this task	<u>CUES</u>
		<u>DECISIONS</u>

(TASK STATEMENT)MAINTAIN REGISTERS OF REQUESTS AND RELEASED INFORMATION

SCIENCE

MATH - NUMBER SYSTEMS

X-

COMMUNICATIONS

<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Writing	Transfer data	Classification Logic

(TASK STATEMENT) PROVIDE SECURITY FOR MEDICAL RECORDS

<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>SAFETY - HAZARD</u>
Medical records	<p>Insure that any request for medical information is legitimate and proper Do not discuss individual patient data indiscriminately or in other than work context</p>	<u>ERRORS</u>
		<u>CUES</u>
		<u>DECISIONS</u>

Determine validity of request for information

Institution's policy

Medical records information is of a highly personal nature to the patient and constitutes an invasion of privacy suit if released indiscriminately

TASK STATEMENT)

PROVIDE SECURITY FOR MEDICAL RECORDS

SCIENCE

MATH — NUMBER SYSTEMS

--

<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Listening	Requests for information	Detection of propaganda devices Discriminate facts from non-facts Recognize opinions Logic Concentration
Speaking	Reply to request	Logic Terminology Enunciation

(TASK STATEMENT) RESPOND TO PERSONAL REQUESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Patient chart Copy machine Typewriter (desirable) Basic office supplies Reception or waiting area in department would be desirable.</p>	<p>Greet visitors Determine validity of request and authorization if applicable If request is made for information not available in the Medical Records Department, refer requests to appropriate department Locate chart Copy or abstract appropriate information Give requested information to visitor File request and/or authorization Note: patient medical information is used by various agencies for legal, medical, and insurance purposes. Patient has primary interest in his/her medical information, and upon proper authorization it should be made available to his/her representatives</p>	<p><u>ERRORS</u> Unauthorized or invalid request or bullying information from clerk</p>
	<p><u>DECISIONS</u> Determine when to give out confidential information</p>	<p><u>CUES</u> Institution's policy</p>

TASK STATEMENT

RESPOND TO PERSONAL REQUESTS		SCIENCE	MATH – NUMBER SYSTEMS
Professionalism		<ul style="list-style-type: none"> Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability 	
		COMMUNICATIONS	<p>SKILLS/CONCEPTS</p> <ul style="list-style-type: none"> Clarity of expression Correct grammar Appropriate diction Process instruction - oral Exercise tact when denying information <p>EXAMPLES</p> <ul style="list-style-type: none"> Reply to requests Personal requests
		<p>PERFORMANCE MODES</p> <ul style="list-style-type: none"> Speaking Listening 	<ul style="list-style-type: none"> Detection of propaganda devices Discriminate facts from non-facts Recognize opinions Logic

(TASK STATEMENT) RESPOND TO TELEPHONE REQUESTS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Telephone
Patient's chart
Message pad
Basic office supplies
Physician's directory

PERFORMANCE KNOWLEDGE

Record name and number of caller along with appropriate information to identify patient
Refer the requesting party to appropriate department if the request is made for information not available in the Medical Records Department
Verify the phone number and return the call with the requested information if the request is made by a member of the medical staff
Note: release of medical information over the phone to persons other than the facility's medical staff is inappropriate except in cases of extreme emergency. In all other cases except emergencies requested, proper authorization is necessary in writing

SAFETY - HAZARD

ERRORS

Releasing information to unverified or unauthorized party

CUES

Institution's policy

DECISIONS

Determine when to give out confidential information

TASK STATEMENT: RESPOND TO TELEPHONE REQUESTS

	SCIENCE	MATH - NUMBER SYSTEMS
Professionalism	<ul style="list-style-type: none"> Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain capacity to foster cooperation Maintain capacity to generate integrity Maintain capacity to cope with conflict behavior Maintain capacity to function efficiently when encountering fast changing, multiple, personal or situational variables Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability 	
		COMMUNICATIONS
	<p>PERFORMANCE MODES</p> <p>Speaking</p> <p>Listening</p>	<p>EXAMPLES</p> <p>Reply to requests</p> <p>Telephone requests</p> <p>SKILLS/CONCEPTS</p> <p>Exercise tact when denying information</p> <p>Clarity of expression</p> <p>Appropriate diction</p> <p>Process instruction - oral</p> <p>Correct grammar</p> <p>Detection of propaganda devices</p> <p>Discriminate facts from non-facts</p> <p>Recognize opinions</p> <p>Logic</p>

(TASK STATEMENT)

RESPOND TO WRITTEN REQUESTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Written request Patient's chart Basic office supplies Typewriter Copy machine	Determine validity of request and authorization Refer request to appropriate department if request is made for information not available in the Medical Records Department Locate chart Copy or abstract appropriate information Mail to requesting facility File request or authorization Note: Patient medical information is used by various agencies for legal, medical, and insurance purposes. Patient has primary interest in his/her medical information and upon proper authorization it should be made available to his/her representatives.	
	<u>DECISIONS</u> Determine who is charged for information, propriety of authorization	<u>ERRORS</u> Release of information to unauthorized party

RESPOND TO WRITTEN REQUESTS

SCIENCE

MATH – NUMBER SYSTEMS

Note: if and when charges are made for copies of information,
very basic accounting principles will be necessary

COMMUNICATIONS

SKILLS/CONCEPTS

Clarity of expression
Vocabulary
Good grammar
Spelling
Process instruction - written

Comprehension
Detail/inference
Medical terminology

EXAMPLES

Reply to written request

Written request

PERFORMANCE MODES

Writing

Reading

(TASK STATEMENT) TYPE INSURANCE DIAGNOSIS ON FORMS FOR THE BUSINESS OFFICE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Insurance diagnosis forms Office supplies Typewriter Patient's chart	Sort and summarize pertinent information Complete insurance diagnosis form Route to business office	
		<u>DECISIONS</u> Determine accuracy and completeness of information

TASK STATEMENT)**TYPE INSURANCE DIAGNOSIS ON FORMS FOR THE BUSINESS OFFICE**

SCIENCE

MATH – NUMBER SYSTEMS

COMMUNICATIONS**SKILLS/CONCEPTS**

Comprehension
Detail/inference
Informational reports
Medical terminology
Instructions

Classification
Description
Medical terminology
Logic

EXAMPLES

Charts, forms

Filling out forms

PERFORMANCE MODES

Reading

Writing

Duty I

Transcribing Medical Reports

- 1 Maintain a daily production record and log of dictation
- 2 Maintain equipment in working order
- 3 Perform filing, mailing, and charting functions
- 4 Transcribe medical information from transcribing station
- 5 Transcribe medical information using automatic typewriters

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~~88~~

(TASK STATEMENT)

MAINTAIN A DAILY PRODUCTION RECORD AND LOG OF DICTATION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Daily production record form Basic office supplies Dictation/transcription log Measuring device (rulers, meters, gauges, etc.)	Compute and record production figure in accepted standard of measurement (words, lines, meter readings, etc.) Record dictator, type of report and other pertinent information into dictation log	
		ERRORS Errors in computation can result in errors in formulating intra-office procedures, personnel allocations, and possible implementation of automated equipment

TASK STATEMENT

MAINTAIN A DAILY PRODUCTION RECORD AND LOG OF DICTATION

SCIENCE

MATH - NUMBER SYSTEMS

Adding, multiplying

94

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

EXAMPLES

Production log

Transfer of data

SKILLS/CONCEPTS

Comprehension
Detail/inference

Classification
Clarity of expression
Logic

81

(TASK STATEMENT)	MAINTAIN EQUIPMENT IN WORKING ORDER	TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD	DECISIONS	CUES	ERRORS
		<p>Transcribing and dictating equipment Supply items for equipment (ribbons, recording medium if appropriate, cleaning supplies)</p> <p>Service contract (if applicable)</p> <p>Repair request procedure (work orders, work request slips, telephone contact)</p> <p>Telephone</p>	<p>Inspect equipment daily for proper working order</p> <p>Take immediate action to correct any malfunction of machine</p> <p>Clearly specify malfunction for repairperson</p> <p>Retest equipment for proper working order after repairs are made</p> <p>Follow recommended preventive maintenance program</p> <p>Utilize supply items as needed</p>		Determine extent of malfunction or priority of service call	Any abnormal occurrences in machine operation	<p>Allowing minor malfunctions to exist</p> <p>Failure to maintain preventive maintenance program</p> <p>Delay in turn-around time of dictated reports</p>

TASK STATEMENT**MAINTAIN EQUIPMENT IN WORKING ORDER**

SCIENCE

MATH - NUMBER SYSTEMS

Clarity of expression
Vocabulary
Visual analysis
Describing
Logic
Detail/inference
Recognition of symbols, codes, and emblems

COMMUNICATIONS**PERFORMANCE MODES****EXAMPLES**

Request repairs

Inspect equipment

Speaking
Viewing**SKILLS/CONCEPTS**

(TASK STATEMENT)

PERFORM FILING, MAILING, AND CHARTING FUNCTIONS

**TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON**

Correspondence material (letters, envelopes)
Typed reports
Patient's chart
Physician's directory
Basic office supplies
Typewriter

PERFORMANCE KNOWLEDGE

Sort copies and distribute through inter-office
mail
Send outgoing mail to appropriate individuals
Attach appropriate typed reports to chart
File copy in appropriate area

SAFETY -- HAZARD

Misfiling of information
A report is of no value to the physician and
health care team until it is attached to the
patient's chart

ERRORS

CUES

Note on dictated material where copy is to be
sent

DECISIONS

Discriminate between destinations of materials

TASK STATEMENT**PERFORM FILING, MAILING, AND CHARTING FUNCTIONS**

SCIENCE

MATH - NUMBER SYSTEMS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Sort material	Visual analysis Describing Logic Recognition of symbols, emblems, and codes
Communications		

TRANSCRIBE MEDICAL INFORMATION FROM TRANSCRIBING STATION		(TASK STATEMENT)
TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Transcribing machines Typewriter (automatic preferred) Basic office supplies Medical dictionary Regular dictionary Other medical references Medical correspondence on belts or discs Note: there is a great variety of types of dictating and transcribing equipment	Operate transcriber Type jobs in acceptable form	
		<u>ERRORS</u>
		Misunderstanding of dictation, i.e., dictator's voice is unclear or has accent Transcription services are provided to physician's in order to assist them in their primary goal of patient care. Timely completion of these reports is essential also for this goal. Use proper care in handling various recording equipment (endless loop; tanks; magnetic belt, discs, card and tapes; cassettes; and plastic belts and discs.)
	<u>CUES</u>	
	Recognizing unclear statements or erroneous information in dictation Department policies	
	<u>DECISIONS</u>	
	Interpret doctor's meaning versus actual dictation Determine number of copies per type of document and acceptable format	

TASK STATEMENT**TRANSCRIBE MEDICAL INFORMATION FROM TRANSCRIBING STATION****SCIENCE****MATH – NUMBER SYSTEMS**

Effects of temperature, humidity, magnetism on recording equipment

100

COMMUNICATIONS**PERFORMANCE MODES****EXAMPLES**

Writing

Transcribe information

SKILLS/CONCEPTS

- Clarity of expression
- Spelling
- Good grammar
- Details and inference
- Logic
- Technical terminology - medical

Listening

Recording information

- Auditory discrimination
- Concentration
- Logic
- Noise discrimination

(TASK STATEMENT) TRANSCRIBE MEDICAL INFORMATION USING AUTOMATED TYPEWRITERS

<u>TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON</u>	<u>PERFORMANCE KNOWLEDGE</u>	<u>SAFETY - HAZARD</u>
Automatic typewriters (MTST, MCST, Ty-Data, Wang, Remington, Redactron, Olivetti, etc.)	<ul style="list-style-type: none"> Follow equipment manual for usage and special applications Operate transcriber Type jobs in acceptable form 	
		<p><u>DECISIONS</u></p> <p>Interpretation of doctor's meaning versus actual dictation</p> <p>Determine number of copies per type of document and acceptable format</p> <p><u>CUES</u></p> <p>Recognizing unclear statement or erroneous information in dictation</p> <p>Department policies</p> <p><u>ERRORS</u></p> <p>Misprogramming the materials Sub-standard reports would produce a poor departmental image</p>

TASK STATEMENT**TRANSCRIBE MEDICAL INFORMATION USING AUTOMATED TYPEWRITERS**

SCIENCE

MATH - NUMBER SYSTEMS

<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Writing	Transcribe information	Technical terminology - medical Clarity of expression Spelling Good grammar Details and inferences Logic
Listening	Recorded information	Auditory discrimination Noise discrimination Concentration Logic